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|  |  | EDUCATION |
|  | **University of Glasgow, Economic & Social History PhD (ABD)**  September 2017 - Present  Conducted ground-breaking research with OPEC, the Bank of England, and other major banks on how oil profits transformed financial markets, banking practices, and regulatory agencies.  **San Francisco State University, Middle East History MA**  August 2013 – May 2015  Specialized in modern Middle East Economic History and graduated with distinction. Inducted into the Phi Alpha Theta History Honors Society in recognition of my achievements. |
| Ryan C. Smith  Business Analyst Profile Economic History PhD candidate, specializing in researching the impacts of emerging trends in energy markets on the development of international finance, with the unique combo of tech industry experience, from startup to IPO, and academic training seeking challenging and exciting opportunities for applying my experience and expertise. CONTACT PHONE:  415-341-7797  WEBSITE:  https://www.linkedin.com/in/ryan-smith-6328631b6/  EMAIL:  rcsmith215@gmail.com |  | WORK EXPERIENCE |
|  | **Zynga Game Network CS Central Data Analyst**  January 2012–June 2012  Organized and facilitated daily scrums using Agile methodology. Built SQL automated reporting for multiple game teams and developed department-wide training in using new data tools.  **Zynga Game Network CS Game Analyst, Empires & Allies**  January 2011–December 2011  Spearheaded CS support preparation for product launch, refined customer experience analysis systems in Excel, Tableu, and SQL, and successfully implemented critical game improvements.  **Zynga Game Network CS Team Lead, Texas Hold ‘Em Poker**  October 2009–January 2011  Led and trained CS support agents on three different continents, wrote customer support materials, and organized major changes to in-game fraud protections based on CS experience data.  **Zynga Game Network CS Agent, Texas Hold ‘Em Poker**  May 2009–October 2009  Conducted long-term research on in-game fraud activities and developed models and training materials for fraud prevention. |
|  | SKILLS |
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